



U.S. DEPARTMENT OF COMMERCE
Bureau of the Census
Recruiting Bulletin

ISSUE DATE: **August 10, 2009**
CLOSING DATE: **August 28, 2009**

Vacancy Announcement #: **AF-RCC-30-09-129**

Assistant Manager for Technology (AMT)
AD-0301-00

Pay Rate: \$14.75 – \$22.00 per hour

NUMBER OF POSITIONS: Few

THIS POSITION IS BEING REANNOUNCED TO ALLOW ADDITIONAL COMPETITION. IF YOU HAVE ALREADY APPLIED, YOU DO NOT NEED TO REAPPLY UNLESS YOU WISH TO RECEIVE ADDITIONAL CONSIDERATION UNDER THIS ANNOUNCEMENT.

Come join the Census Team, where every one counts. The Census Bureau produces quality data that helps Americans better understand our country. We are seeking individuals that represent the communities in which the local Census office serves. The Census Bureau values diversity. If working in an environment that values your individuality and diversity, appeals to you, then the Census Bureau is the place for you. Come join the Census Team, where everyone counts

EXCEPTED SERVICE APPOINTMENT: This is a Schedule A appointment with a Not-to-Exceed date of 9/25/2010. May be extended beyond 9/25/2010 if agency needs arise.

AREA OF CONSIDERATION: Dallas Regional Census Center, Local Census Centers (Throughout Texas and Mississippi). Applicant must live within 50 miles of the area of consideration and the county/parish in which the Local Census Office services.

TEXAS:

- Abilene, TX - \$15.00 Dallas, TX – \$21.75 Edinburg, TX - \$14.75
- El Paso, TX - \$17.00 Harlingen, TX – \$14.75 Harrison Co. East - \$22.00
- Houston South, TX - \$22.00 Houston West, TX - \$22.00 Laredo, TX - \$14.75
- Longview, TX – \$16.25 Mesquite, TX – \$21.75 San Antonio Central, TX - \$18.25
- San Antonio South, TX - \$18.25 Texas City, TX - \$21.75 Victoria, TX - \$16.00

MISSISSIPPI:

- Gulfport/Biloxi, MS - \$18.75

WHO MAY APPLY: All U.S. Citizens residing in the area of consideration.

- **Applicant must specify the Location (Texas or Mississippi) and County where you currently live.**
- Applicant **must** submit an OF-306 with the application. Please visit OPM website: http://www.opm.gov/forms/pdf_fill/of0306.pdf
- Applicant must submit an **Evaluation Criteria Narrative** (KSA's) described in this announcement with your application package.

WORK SCHEDULE: This is a temporary Full-time position. The incumbent of this position is covered by the mixed-tour employment program.

DUTIES: Assistant Manager for Technology (AMT): Incumbent is responsible for managing automation functions in the LCO. Individually, or through designated automation staff, is the first line of contact for all hardware, software, and telecommunication problems in the LCO and between the LCO and Regional Census Center (RCC). This job includes troubleshooting duties and evaluating, analyzing, and coordinating automation operations to efficiently support LCO functions. The individual is responsible for managing LCO support functions for Mobile Computing Equipment (MCE) to be used for automated data collection. Works under the direction of the Local Census Office Manager and provides technical guidance and support to Assistant Managers at the LCO, in such areas as: training; making adjustments to expedite production, including the scheduling and coordinating of data entry operations for optimal use of workstations and print devices; managing the property control system for Office Computing Equipment (OCE), MCE and peripherals; coordinating printing activities and assuring that printers are prepared to handle large, long-running print jobs without jams, breakdowns, toner shortages, and so on; and coordinating the workflow of documents in and out of the automation area. Selects and supervises Technical Support Supervisors and Inventory Control Clerk(s) responsible for supporting various automation activities. As needed trains, or supervises others to train, LCO office employees on software, hardware and automation operations. The incumbent will be responsible for installation and configuration support operations for OCE, MCE and associated peripheral devices. The incumbent will also lead all OCE, MCE and automation support efforts and coordinate resources to support all LCO data entry and related automation activities for the operations control system, asset management systems, and payroll and personnel system. The incumbent will be responsible for administering user accounts for the various programs utilized by the LCO staff. The incumbent is responsible for the paper and automated tracking of property management to include: ensuring necessary forms are accurately filled out; property management systems are updated; and regular audits. The incumbent is also responsible for reporting and documenting lost, missing, and stolen equipment and the coordination of warranty repairs. Under the direction of the RCC Support Staff, the incumbent will conduct onsite LAN/WAN hardware diagnostics for infrastructure cabling and hardware such as Customer Switching Unit /Digital Switching Units (CSU/DSU), router, switch, NetWare servers, Personal Computers (PCS), Voice over Internet Protocol (VOIP) telecommunications systems and printers. Supervises and performs troubleshooting duties by identifying problems with hardware or software and solves the problems when possible. For unresolved problems, records pertinent details about the problems, communicates them to the RCC Support Staff and resolves the problems by following instructions from the RCC. Works closely with the RCC Support Staff to develop solutions to problems. Works with the FLD Data Collection Automation (FDCA) Help Desk to obtain technical guidance. The incumbent will troubleshoot and maintain desktops configured with Microsoft Windows XP operating system. The incumbent will provide first-line support for various products, such as, MS Office 2007 and Microsoft Works v.9. Manages trouble-shooting of complex MCE hardware and software problems that could not be solved by field staff that use MCEs for automated data collection. Manages trouble-shooting of other automation problems related to systems, hardware, software, and telecommunications. Uses judgment in the management of trouble-shooting activities and schedules support staff for expected peak activity periods to manage the handling of incoming problems. Ensures that problem resolutions are timely and within quality guidelines.

QUALIFICATIONS: To qualify for the Assistant Manager for Technology position, all applicants **MUST:**

- 1) Pass a written supervisory test. **CALL 1-866-861-2010** to schedule a time and place to take the supervisory test. The application process will be explained at the time of testing if you are unsure how to apply. Testing must be completed by the close of business on September 4, 2009 and applications must be received by the close of business (COB) of the closing date in the announcement. **If you have already taken the supervisory test, you need not take the test again, but you will need to apply for the position.**

AND

- 2) Have at least the minimum experience in each of the three areas contained in the **Evaluation Criteria Statement** below. Your experience for all three must be at least at the level described as "c" in the Evaluation Criteria Statement for the position. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria statements, select the letter that best describes your experience. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must choose one of the lower levels that you do meet in full. **The Evaluation Criteria can be found at the end of this announcement.**

How To Apply:

You must submit your application so that it will be RECEIVED by the closing date of the announcement.

Each application must consist of the following 3 documents:

- **(1) A completed Application; Optional Application for Federal Employment (OF-612) OR a resume, listing your work duties and accomplishments relating to the job for which you are applying.**
- **(2) The Evaluation Criteria Statement responding to each question.**
- **(3) Declaration for Federal Employment (OF-306).**

The following information is needed to evaluate your qualifications and determine if you meet legal requirements for Federal employment. Failure to provide this information may result in loss of consideration.

- Vacancy Announcement number, and title.
- Full name, mailing address (including email and zip code), day and evening phone numbers (with area code).
- Social Security number

- Country of citizenship (**this Federal job requires U.S. citizenship**).

- **Veteran's Preference** - Applicants claiming 10-point veterans' preference **MUST** submit the SF-15, Application for 10-Point Veteran Preference, with the required proof (i.e., statement from the Department of Veterans Affairs dated 1991 or later) and the latest copy of the DD-214 (Member 4), Certificate of Release or Discharge from Active Duty. Applicants claiming 10-point preference who do not submit the required documentation will receive 5-point veteran's preference. Applicants claiming 5-point veteran's preference must submit a DD-214 (Member 4) to receive preference. For more information on Veterans' Preference, visit OPM website:

<http://www.opm.gov/veterans/html/vetguide.asp>

- Highest Federal civilian grade held (if applicable)

- Highest education level achieved. Specify: name, city, state, zip code (if known), date or expected date (month/year) of completion of degree requirements, type of degree received, and graduate of foreign universities must include proof of foreign education equivalency to an accredited U.S. college/university.

- Paid and non-paid work experience related to the position. For each work experience include: job title, series/grade (if Federal employment), duties and accomplishments, employer's name and address, supervisor's name and address, starting and ending dates, hours per week, salary, and indicate if we may contact your current supervisor/employer.

- Job-related: training courses (title and year), skills (e.g., other languages, typing speed, computer software/hardware, tools, etc.), certificates/licenses (current), and honors, awards, and special accomplishments (e.g., publications, memberships in professional societies, etc.).

- Use of any Government agency envelopes to file job application is a violation of Federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted.

Individuals with a disability may request reasonable accommodations by calling 214-267-6900 or 1-800-563-6499.

APPLICATION DEADLINE: All applications must be **RECEIVED** by the closing date of the Vacancy Announcement. Applications **received** after this due date will not be considered. **Application packages submitted by Fax or E-mail will not be accepted.** Submit all applications to the address listed below:

Bureau of the Census

Dallas Regional Census Center

2777 North Stemmons Freeway, #200

Dallas, TX 75207

ATTN: Brendan P. Haymaker, Human Resources Specialist

CONDITIONS OF EMPLOYMENT:

Payment of relocation expenses IS NOT authorized.

- This is a Mixed-Tour work schedule, which may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.
- Candidates selected for these positions must sign an agreement outlining the conditions of employment prior to the appointment.
- If an applicant is selected for a position, it will remove the applicant from consideration for all positions for which they have applied for within the office.
- You will be required to complete a Declaration for Federal Employment (OF-306) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make a false statement in any part of your application, you may not be hired; or you may be fired after you begin work; or you may be fined or jailed.
- If selected, male applicants born after 12/31/59 must confirm their selective service registration status.
- Certification forms are available at most Federal agency personnel offices or from the U.S. Office of Personnel Management.
- Public law requires all new appointees to present proof of identity and employment eligibility.
- **ADDITIONAL INFORMATION:** Employees who receive a Voluntary Separation Incentive Payment (VSIP) or Buyout and subsequently return to a position in a Federal agency, whether by reemployment or contracts for personal services, are obligated to repay the full amount of the buyout to the agency that paid it.

For further information on this vacancy you may contact, Brendan P. Haymaker, Human Resources Specialist at 214-267-6900 or 1-800-563-6499.

**THE U.S. DEPARTMENT OF COMMERCE / BUREAU OF THE CENSUS IS AN
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

**1(800) 563-6499
TDD (214) 655-5363**

ALL QUALIFIED APPLICANTS WILL BE CONSIDERED REGARDLESS OF AGE, RACE, COLOR, RELIGION, SEX, CREED, NATIONAL ORIGIN, LAWFUL POLITICAL AFFILIATION, DISABILITY, MARITAL STATUS, AFFILIATION WITH AN EMPLOYEE ORGANIZATION, SEXUAL ORIENTATION, OR OTHER NON-MERIT FACTOR.

To be considered, applicants must complete the form below addressing each of the following and submit with application.

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR TECHNOLOGY	
COLUMN A	COLUMN B
<p>Applicants <u>are required</u> to answer each of the three questions below in Column A by circling the best response <u>and</u> supporting that response in Column B.</p>	<p>Applicants are also required to complete the following.</p> <ol style="list-style-type: none"> 1. Indicate the job from your attached resume or other application form that verifies the answer you selected. OR 2. Write in the space below your experience that supports your answer. In addition to listing your experience, you must include the employer's name and address, the title of the position, and the dates of employment. PLEASE do NOT cut and paste your resume into the Evaluation Criteria. 3. Please use additional pages if you need more room. Identify appropriately.
<p>1. Describe your experience managing automation functions to support field data collection activities and administrative programs. (Circle the appropriate letter. Select only one answer for Question 1)</p> <ol style="list-style-type: none"> a. I have experience managing an automation operation for <u>all</u> of the following: field data collection activities, production, <u>and</u> administrative programs. This includes experience with servers, desktops, laptops, mobile computing devices, <u>and</u> systems for tracking and managing property. Additionally, I have experience troubleshooting complex automation related problems and implementing solutions to correct any deficiencies. b. I have experience managing an automation operation for <u>at least one</u> of the following: field data collection operations, production <u>or</u> administrative operations. This includes experience with servers, desktops, laptops, and mobile computing devices. I have experience resolving routine automation related issues. c. I do not have managerial experience, but I have technical experience and/or related education providing knowledge of troubleshooting evaluating and analyzing. d. My experience is less than what is described above. 	<p><i>Response must support answer circled in Column A.</i></p>

**EVALUATION CRITERIA STATEMENT FOR
ASSISTANT MANAGER FOR TECHNOLOGY**

COLUMN A

COLUMN B

2. Describe your experience demonstrating the ability to manage a time-critical automation support function through subordinate staff. (Circle the appropriate letter. Select only one answer for Question 2)

Response must support answer circled in Column A.

- a. I have experience with **both** of the following: managing at least one level/tier of subordinate management (e.g., I directly supervised either supervisor(s) or team lead(s)); **and** managing the implementation of solutions to correct complex problems regarding automation operation.
- b. I have experience managing a staff of automation operation technicians. I have lead teams involved in resolving automation related issues.
- c. I do not have supervisory experience, but I have technical experience and/or related education providing knowledge of automated environments and troubleshooting automation related issues.
- d. My experience is less than what is described.

3. Please select the answer that best describes your experience demonstrating your ability to effectively communicate automated related information to multiple levels of an organization. (Circle the appropriate letter. Select only one answer for Question 2)

Response must support answer circled in Column A.

- a. I have experience communicating automation-related issues to multiple levels of staff including managers. This includes communicating and resolving technical and non-technical automated related issues. I have experience providing training to automation and other organizational staff.
- b. I have experience communicating automation-related issues to subordinate staff. I have experience providing training to subordinate staff.
- c. I have experience working on a help-desk to resolve automation issues for staff. I do not necessarily have any experience training individuals or groups, but would be comfortable speaking in front of groups of employees.
- d. My experience is less than what is described above.